

Dee May
Assistant Vice President
Federal Regulatory



1300 I Street, NW, Floor 400W
Washington, DC 20005

Phone 202 515-2529
Fax 202 336-7922
dolores.a.may@verizon.com

August 23, 2002

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AUG 23 2002

Anthony Dale
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Federal Communication Commission
Bureau / Office

Dear Mr. Dale:

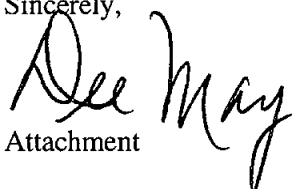
Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for July 2002. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1 and 2 through the June 2002 performance month by state and the other report provides a summary by metric for the same time period. Please note, Verizon recently discovered an under reporting of the retail POTS line count in the MR-2-03 metric in fGTE Virginia that occurred during the recently completed system conversion. This undercounting resulted in an additional amount owed of \$910.00. The payment being made today via wire transfer has been calculated using the corrected line count. Verizon is in the process of verifying all line counts reported following the conversion.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

As we have previously mentioned, Verizon has discovered that, for some measurements, the level of disaggregation called for in Attachments A-2a and A-2b of Appendix D differs from the level of disaggregation specified in Attachments A-5a and A-5b. The enclosed performance measurement results provide data at the more disaggregated level specified in Attachments A-5a and A-5b. In addition, in a few instances the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations. As noted in my August 22, 2002 letter to Ms. Dorothy Attwood, July 2002 will be the last month that performance measurement results will be reported for Kentucky.

If you have any questions, please do not hesitate to call me.

Sincerely,


Attachment

Without Confidential Enclosures

cc: Mark Stone (Without Confidential Enclosures)
Ellen Becker (With Confidential Enclosures)
Whitey Thayer (With Confidential Enclosures)

July 2002**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

East States:**OR-1 Order Confirmation Timeliness**

Product	Month(s)	Comment
Resale 2 Wire Digital, POTS - Total, Specials OR-1-02, 1-04, 1-06, (DE, MD, ME, NH, NJ, VA)	November 2001 – March 2002	A small number of Local Service Requests were incorrectly classified as Resale POTS instead as Resale 2 Wire Digital and Specials. Process was corrected with the April 2002 data month.
Trunks OR-1-12 (NH only)	April 2002 – June 2002	Firm Order Confirmation interval was incorrectly calculated for manually received trunk orders. Process was corrected with the July 2002 data month.

PR-3 Completed within Specified Number of Days**PR-4 Missed Appointments****PR-6 Installation Quality**

Product	Month(s)	Comment
Retail xDSL PR-4-02-3342 (DC, DE, MD, NH, VA, WV)	March 2002 – July 2002	The retail comparison for UNE 2 Wire xDSL Loops was not correctly reported as Retail Specials DS0. Process will be corrected with the August 2002 data month.

MR-2 Trouble Report Rate

Product	Month(s)	Comment
Resale, Retail POTS/Complex MR-2-02 (CT, MA, ME, NH, RI, VT)	March 2001	Local Area Data circuits were included in both the POTS/Complex and Specials calculations instead of just Specials. Process was corrected with the April 2001 data month.
Resale, UNE, Retail Specials MR-2-01 (DC, DE, MD, NH, VA, WV)	July 2000 – July 2002	ISDN PRI circuits were overstated. Process will be corrected with the August 2002 data month.

MR-2 Trouble Report Rate
MR-3 Missed Repair Appointments
MR-4 Trouble Duration Intervals
MR-5 Repeat Trouble Reports
PR-6 Installation Quality

Product	Month(s)	Comment
Resale, Retail 2 Wire Digital, Specials, UNE, Retail MR-2, MR-3, MR-4, MR-5, Numerator PR-6-01 (DC, DE, MD, NH, NJ, VA, WV)	July 2000 – June 2002	Issue previously documented in July 25, 2002 letter did not accurately associate the issues described with the states involved; the exclusion of some designed ISDN troubles and line counts from the 2 Wire Digital metrics pertained to all identified states except NJ and the incorrect categorization of certain products described as being incorrectly categorized between POTS and Specials were actually excluded from the metrics and this issue pertained to NJ only.
Retail Specials MR-2-01, MR-4-01, MR-4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, NH, VA, WV)	July 2000 – June 2002	Official Test circuits were included in metrics in error. Process was corrected with the July 2002 data month.
Resale, Retail Specials MR-2-01, MR-4-01, MR-4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, VA, WV, NH)	July 2000 – June 2002	Issue previously documented in the July 25, 2002 letter incorrectly excluded metric MR-4-08 and the state of NH.
Resale, UNE MR-2-01, MR-4-01, MR-4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, VA, WV, NH)	July 2000 – June 2002	Some line records and troubles have been excluded or improperly classified due to the absence of a valid CLEC ID. Process was corrected with the July 2002 data month.
Retail Specials MR-2-01, MR-4-01, MR-4-08, MR-5-01, Numerator PR-6-01 (DC, DE, MD, NH, VA, WV)	August 2000 – June 2002	Some official company circuits were included in error. Process was corrected with the July 2002 data month.

BI-2 Timeliness of Carrier Bill

Product	Month(s)	Comment
Resale, UNE BI-2-01 (DC, DE, MD, NH, NJ, VA, WV)	June 2000 – September 2002	Issue previously documented in the July 25, 2002 letter incorrectly excluded the state of NH.

West States:**OR-5 Percent Flow Through**

Product	Month(s)	Comment
Resale, UNE LNP OR-5-01, 5-03	July 2002 – August 2002	LNP order volume was incorrectly reported as Resale instead of UNE. Process will be corrected with the September 2002 data month.
UNE OR-5-01, 5-03	July 2000 – June 2002	Some UNE disconnect orders were not included. Process was corrected with the July 2002 data month.

PO-1- Response Time

Product	Month(s)	Comment
PO-1-05 Request for TN	March 13, 2002	Certain rejected/failed inquiries were incorrectly included in metric reporting.